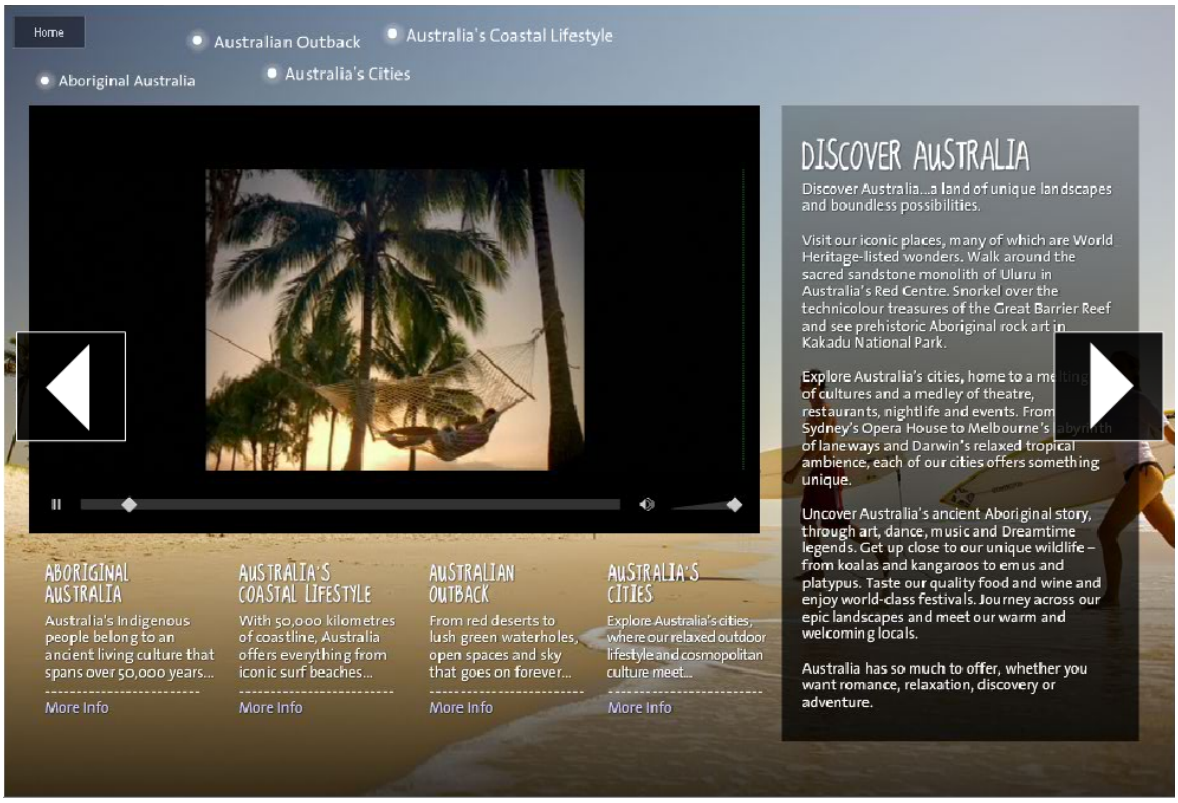
Troubleshooting Guide

Tourism Australia's Interactive Digital Tool


Home
Australian Outback
Australia's Coastal Lifestyle
Aboriginal Australia
Australia's Cities
DISCOVER AUSTRALIA
Discover Australia...a land of unique landscapes and boundless possibilities.
Visit our iconic places, many of which are World Heritage-listed wonders. Walk around the sacred sandstone monolith of Uluru in Australia's Red Centre. Snorkel over the technicolour treasures of the Great Barrier Reef and see prehistoric Aboriginal rock art in Kakadu National Park.
Explore Australia's cities, home to a melting of cultures and a medley of theatre, restaurants, nightlife and events. From Sydney's Opera House to Melbourne's labyrinth of laneways and Darwin's relaxed tropical ambience, each of our cities offers something unique.
Uncover Australia's ancient Aboriginal story, through art, dance, music and Dreamtime legends. Get up close to our unique wildlife – from koalas and kangaroos to emus and platypus. Taste our quality food and wine and enjoy world-class festivals. Journey across our epic landscapes and meet our warm and welcoming locals.
Australia has so much to offer, whether you want romance, relaxation, discovery or adventure.
ABORIGINAL AUSTRALIA
Australia's Indigenous people belong to an ancient living culture that spans over 50,000 years...
More Info
AUSTRALIA'S COASTAL LIFESTYLE
With 50,000 kilometres of coastline, Australia offers everything from iconic surf beaches...
More Info
AUSTRALIAN OUTBACK
From red deserts to lush green waterholes, open spaces and sky that goes on forever...
More Info
AUSTRALIA'S CITIES
Explore Australia's cities, where our relaxed outdoor lifestyle and cosmopolitan culture meet...
More Info

Thank you for registering to use the 'Discover Australia' Interactive Digital Tool created by Tourism Australia.

This guide aims to help you load the tool onto your website and solve any difficulties you may be experiencing.

1. Having trouble getting your logo to display?

If your logo is not appearing there are two likely reasons for this:

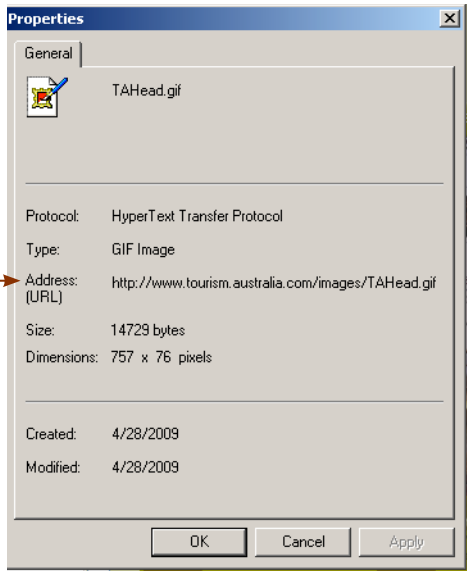
- You have not saved the provided xml file (crossdomain.xml) to the root directory of your site. This is very important and the single most common reason for problems. You need to save the file locally onto your computer and then upload it to the root level of your site e.g. http://australiatravel.com/crossdomain.xml . This file allows information for your site (i.e. your logo) to appear within the widget. Please see question (4) on the next page if you are unsure about what we mean by 'root directory'.

- Have you specified the path to your logo exactly? A simple way to check is to type the path you think it should be into your web browser (i.e. Internet Explorer or Firefox etc) and press 'enter' – it will display the logo on the screen if it's correct. For example if your logo is called "TAHead.gif" and your domain/website name is www.tourism.australia.com , and all your images are in a folder called 'images' you should see the logo when you type in:

  http://www. tourism.australia.com/images/TAHead.gif

  If you can see it so can the widget. If you can't, double-check what folder it's in and the logo name.

Another way to find the address of your logo is to right click on your logo and select 'properties'. The address to your logo should be listed here.



2. Think you have done everything right but the link isn't working?

Ensure that you have removed the curly brackets from around your site url and logo. Make sure there are no unnecessary gaps or accidental typos. These are the most common causes for the link not working. If you are using a site that does not allow JavaScript, this would be another reason why you are having trouble, if this is the case, see below.

3. My site does not allow JavaScript, can I still use the tool?

Unfortunately JavaScript is necessary for launching the widget from your site. There is not another way for the widget to be applied, so if your site does not permit java you will not be able to use the tool.

4. What is my site's 'root level'?

The root level is the first or top-most **directory** in the hierarchy of your site folders. For example if you have a large logo appearing on your homepage it would most likely be saved at the root level of your site, e.g. **http://australiatravel.com/logo.jpg**

5. I have a blog instead of a website, can I still use the tool?

Unfortunately if you are using a blog it means that you are not hosting your own site and thus you cannot add a file to your root level. This doesn't mean that you can't launch the tool but it does mean that you won't be able to get your logo to appear.

6. My website is hosted externally, can I still use the tool?

The same answer applies to this as above, you will be able to launch the tool but you won't be able to get your logo to appear.

Still need help?

While setting up the interactive digital tool is not particularly technical, a little IT knowledge is needed. So please consult with your IT consultant if you require further assistance. You may like to take a moment to read through the step by step guide once again on **http://application.australia.com** or contact **marketing@tourism.australia.com** for assistance.